Being COVID Wise

Focus on adapting indoor food security programs and services

Dr. Sarah Funnell, Associate Medical Officer of Health
Sept 11, 2020
THANK YOU
Objectives

▪ Discuss infection prevention and control practices and COVID-19 control measures
▪ Review strategies for adapting indoor spaces and program models for safer operations
▪ Discuss common scenarios and challenges
Challenges

- Province has authority to change what and when activities are permitted.
- OPH does not receive advance warning of provincial changes.
- More interactions --> increased risk of transmission
- Need for businesses and residents to continue to proceed with caution and be COVID-Wise.
- There is no such thing as zero risk – we are focused on reopening settings as safely as possible
Be COVID Wise

Wear a mask
Isolate yourself when you’re sick
Stay two metres (six feet) apart from others
Exercise proper hand hygiene

#COVIDWise
General Practices for Infection Prevention and Control

Wear a mask
Masks are an important barrier

Rationale

▪ Asymptomatic/presymptomatic spread
▪ Re-opening businesses & resuming activities increases risks of resurgence
▪ Growing community acceptance and support from the business sector

Evidence

▪ Various studies, emerging evidence
▪ Experience from other jurisdictions
▪ Consistent recommendation
Temporary Mandatory Masking Bylaw

Summary of the Temporary Mandatory Mask By-law

People must wear a mask or face covering when in indoor public spaces.

The mask* should securely cover your nose, mouth & chin with no gaps.

Make alcohol-based hand rub available at all entrances and exits.

Train your employees on how to follow the mask by-law.

*Mask: a cloth mask or medical mask that can filter respiratory droplets.
Masks: Exemptions to Bylaw

Exemptions:

- Children under two years of age, or children under the age of five years either chronologically or developmentally who refuse to wear a mask and cannot be persuaded to do so by their caregiver.
- Individuals with medical conditions or disabilities which make them unable to safely wear a mask, including breathing difficulties or cognitive difficulties.
- Anyone who is unable to remove the mask without help.
- Anyone who is unconscious or incapacitated.

There may be situations where someone who is deaf or hard of hearing may require an employee to remove their mask or face covering to speak to the customer. Employees should let the person who is deaf or hard of hearing suggest their preferred way of communicating. We remind anyone removing their mask to follow safe handling procedures and to keep a distance of 2 metres (6 feet) away from others.

PLEASE NOTE: Employees of your organization or business are required to provide a verbal reminder to any person entering the premises without a mask. That said, no person shall be required to provide proof of exemption to a business.
Masks: when not required

- Clients when eating or drinking
- Staff/volunteers when they are:
  - within or behind a physical barrier (e.g., Plexiglass).
  - in an area of the premises that is not designated for public access. However, masks are strongly encouraged, if it may be difficult to maintain physical distance.
Mandatory Mask videos are available on YouTube in these languages:

- Arabic
- English
- French
- Farsi
- Hindi
- Nepalese
- Simplified Chinese
- Somali
- Spanish
- Tagalog
- Vietnamese

https://www.youtube.com/playlist?list=PLeWksmuUxPSndhVSDwdQg1NetekAwgeQG
Isolate yourself when you’re sick
COVID-19 Screening

Ensure all employees, volunteers, and clients are well and fit prior to their arrival to the centre.

- Screen staff, volunteers and clients with appointment, through phone calls prior to their shift/arrival on site.

- Staff, volunteers and clients are to stay home if they are sick. If client is sick make arrangement for alternate method of delivery.

- If employees/volunteers develop symptoms while at work, they should notify their supervisor and return home. Refer employees to the OPH webpage for the latest guidance on next steps.
STOP!

If you think you may have been exposed to COVID-19, do not enter this facility.

If you have any symptoms such as a fever and/or cough or difficulty breathing:
- or
If you have traveled outside of Canada in the last 14 days:
- or
You have been in contact with someone who:
  - Has tested positive for COVID-19;
  - Is suspected to have COVID-19;
  - Has a fever, cough or shortness of breath or other symptoms of COVID-19 that started within 14 days of travel outside of Canada.

Do not enter

For all other visitors:
- Wash your hands/ use hand sanitizer before entering
- Proceed to reception for further screening
- Please maintain a 2 meter (six feet) distance from others.

For more information on Covid-19, please visit our website at ottawapublichealth.ca/coronavirus

ARRÊTEZ !

Si vous croyez que vous avez été exposé au COVID-19, n’entre pas dans cet établissement.

Si vous présentez l’un des symptômes suivants : fièvre, toux ou difficultés à respirer;
- ou
Si vous avez voyagé à l’extérieur du Canada au cours des 14 derniers jours;
- ou
Vous avez été en contact avec quelqu’un qui :
  - A reçu un résultat positif au test de dépistage de la COVID-19;
  - Est suspecté d’avoir la COVID-19;
  - A de la fièvre, toux, est évanoui ou présente d’autres symptômes de la COVID-19 qui ont commencé dans les 14 jours suivant un voyage à l’extérieur du Canada.

N’entre pas

Avis à tous les visiteurs :
- Lavez-vous les mains ou utilisez le désinfectant pour les mains
- Restez à l’accueil pour un dépistage supplémentaire et maintenez une distance d’au moins 2 mètres (six pieds)

Pour plus d’information sur le Covid-19, STP visitez notre site internet à : santepublicquottawa.ca/coronavirusFR
• Keep a record of attendance for all activities and bookings at your facility.
• Keep a staff and volunteer log of when and where they worked.
• It’s recommended to collect contact information for walk-ins if possible (e.g. date, name, telephone number).
Sample COVID-19 log templates

### COVID-19 Customer Log
The person responsible for food or drink establishments that are permitted to open under the Reopening Ontario (A Precious Response to COVID-19) Act, 2020, are required under O. Reg. 465/20, S. 2.1, item 3, to keep a log of

- record the name and contact information of every patron who enters an indoor or outdoor dining area in the establishment, other than patrons who temporarily enter the area to place, pick up or pay for a takeaway order,
- maintain the records for a period of at least one month, and
- only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of that Act or as otherwise required by law.

*Remember to maintain privacy when collecting and storing information.*

<table>
<thead>
<tr>
<th>Name</th>
<th>Government/permit number or ID</th>
<th>Date of attendance</th>
<th>Time of arrival</th>
<th>Section or table</th>
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More information: Visit our website OttawaPublicHealth.ca/Coronavirus or call us at 613-580-6744.

### COVID-19 Workplace Staff Log

Keep a log of your staff's contact information and dates and times they worked. Ottawa Public Health will use this list to notify staff if there is an individual with COVID-19 at your establishment while they were there.

*Only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of that Act or as otherwise required by law.*

*Remember to maintain privacy when collecting and storing information.*

<table>
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<tr>
<th>Name</th>
<th>Contact phone number</th>
<th>Date of shift</th>
<th>Start time</th>
<th>End time</th>
<th>Section or area worked</th>
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COVID Alert App

Alerte COVID Alert
No exposure detected
You have not been near anyone who reported a COVID-19 diagnosis through this app.

You've been exposed in the last 14 days
Someone you've been near has reported a COVID-19 diagnosis through the app. You were close to them for 15 minutes or more.

What now?
You're at risk of being infected.
Find out what to do next

COVID Alert is active
Tap for menu

COVID Alert is active
Tap for menu

Canada
General Practices for Infection Prevention and Control

Stay two metres (six feet) apart from others
Keep 2m distance

- Post signage promoting physical distancing
- Practice physical distancing during breaks and in break rooms, and common areas
- Assign workers to oversee and encourage physical distancing being practiced
Prepare the Physical Space

- Organize activities and facilities to reduce contact (e.g. staggered schedules, timed entry, appointments)
- Plan how to limit crowds, flow through common spaces
- Use **visible markers** for any line up areas
- Provide **directional arrows** if possible
- Rearrange equipment and/or processes to ensure 2m physical distancing
- Consider need for physical barriers (e.g. plexiglass)
Prepare Physical Space – indoor dining

• Rearrange seating and tables to ensure:
  • Min. 2m between each edge of every table and to maintain 2m between patrons of different tables, unless separated by impermeable barrier
  • Max. 10 per table. OPH recommends 4 to 6 per table to limit the number of close contacts.
• Remove buffets and self-serve locations
• Utensils pre-rolled or packaged
• Replace regular condiments with single service items or sanitize all items between uses
Gathering Limits

• Max 50 people indoors
• Max 100 people outdoors
• Capacity of space may be less than gathering limits
• Must limit number that can maintain 2m physical distance
Exercise proper hand hygiene
Hand hygiene and cleaning

- Promote and perform proper hand hygiene before and after each activity or entering a room. Avoid touching face.
- Provide alcohol-based hand rub or hand washing stations.
- Limit the use of water fountains to be used only to re-fill water bottles, not for individuals to drink directly from them.
• Commonly used cleaners and disinfectants are effective against COVID-19.
• Remember to clean surfaces first, then disinfect them.
• Clean and disinfect surfaces and equipment regularly (e.g. between uses).
• For specialized equipment, contact the manufacturer to determine the best way to clean and disinfect equipment.
• Refer to OPH’s cleaning and disinfection checklist and website for more details: https://www.ottawapublichealth.ca/en/professionals-and-partners/covid-19-resources.aspx#Takeout
General Considerations

Be COVID Wise
OttawaPublicHealth.ca/COVIDWise
Reduce Risk for Picking-up Food

- Encourage clients to call ahead to arrange pick-up time, if possible
- During pick-up, ensure physical distance is maintained
- Packaged food could be left on a “pick-up table” for client
- Clean/disinfect high contact surfaces immediately
- Practice hand hygiene with soap and water or alcohol-based hand sanitizer immediately after each interaction
- If line-ups evolve, support client to physically distancing by providing marking on the floor for 2 metres (6 feet) distance
Reduce Risk for Delivery of Food

Always ensure physical distancing
- Food items should be left at the door when ever possible

Always ensure proper hand hygiene and proper cleaning of delivery vehicles
- Practice hand hygiene with either soap & water or alcohol-based hand sanitizer
- Clean and disinfect high contact surfaces and objects in delivery vehicles, including any re-usable delivery containers at least twice daily.

Use of cloth masks
- OPH recommends that staff/volunteers wear a mask when entering someone’s home

Follow safe food handling procedures
• Apply the same COVID-Wise principles discussed today for indoor services

• Additional guidance for grocery stores
• Subject to gathering limits
• Physical distancing must be in place for participants, other than when necessary for instruction
• Mandatory masks except when eating or drinking
• Plexiglass and physical distancing are required for any live instruction.
• Participants not to share food “family style” or buffet style
• Follow safe food handling procedures
• Provide training to staff and volunteers
• Post signage on handwashing, physical distancing and mandatory masks
• Share publicly available written plan about the health and safety measures of your organization
• Provide a sample waiver or notice of risk for all activities such as community meals and cooking classes
• OPH COVID-19 Guidelines for Reopening your Food Establishment
• OPH COVID-19 Guidance for food delivery and takeout
• Recorded Ottawa Board of Trade webinar Reopening workshop focused on food establishments (Aug 13, 2020)
https://www.ottawabot.ca/webinars/
Resources

- Ottawa Public Health
  - OttawaPublicHealth.ca/WorkplaceCOVID19


- Government of Ontario:
  - Ontario.ca/Coronavirus
  - Resources to prevent COVID-19 in the workplace | Ontario.ca
  - A Framework for Reopening our Province Stage 3

- City of Ottawa - Business Toolkit
OPH Resources and signage

- Multilingual masks poster
- Multilingual mask videos
- All multilingual COVID-19 resources for diverse communities
- COVID Kind poster
- Active Screening of employees and volunteers
- Passive screening poster
- Stop before entering poster
- Physical distancing poster
- Hand hygiene posters
Resources

• **Canadian Centre for Occupational Health and Safety.** Online Course for employees: Returning to Work Safely During the COVID-19 Pandemic

• **Public Health Ontario**
  • [COVID-19 – What We Know So Far About...Wearing Masks in Public](#)
  • [Cleaning and Disinfection for Public Settings – COVID-19](#)
Questions